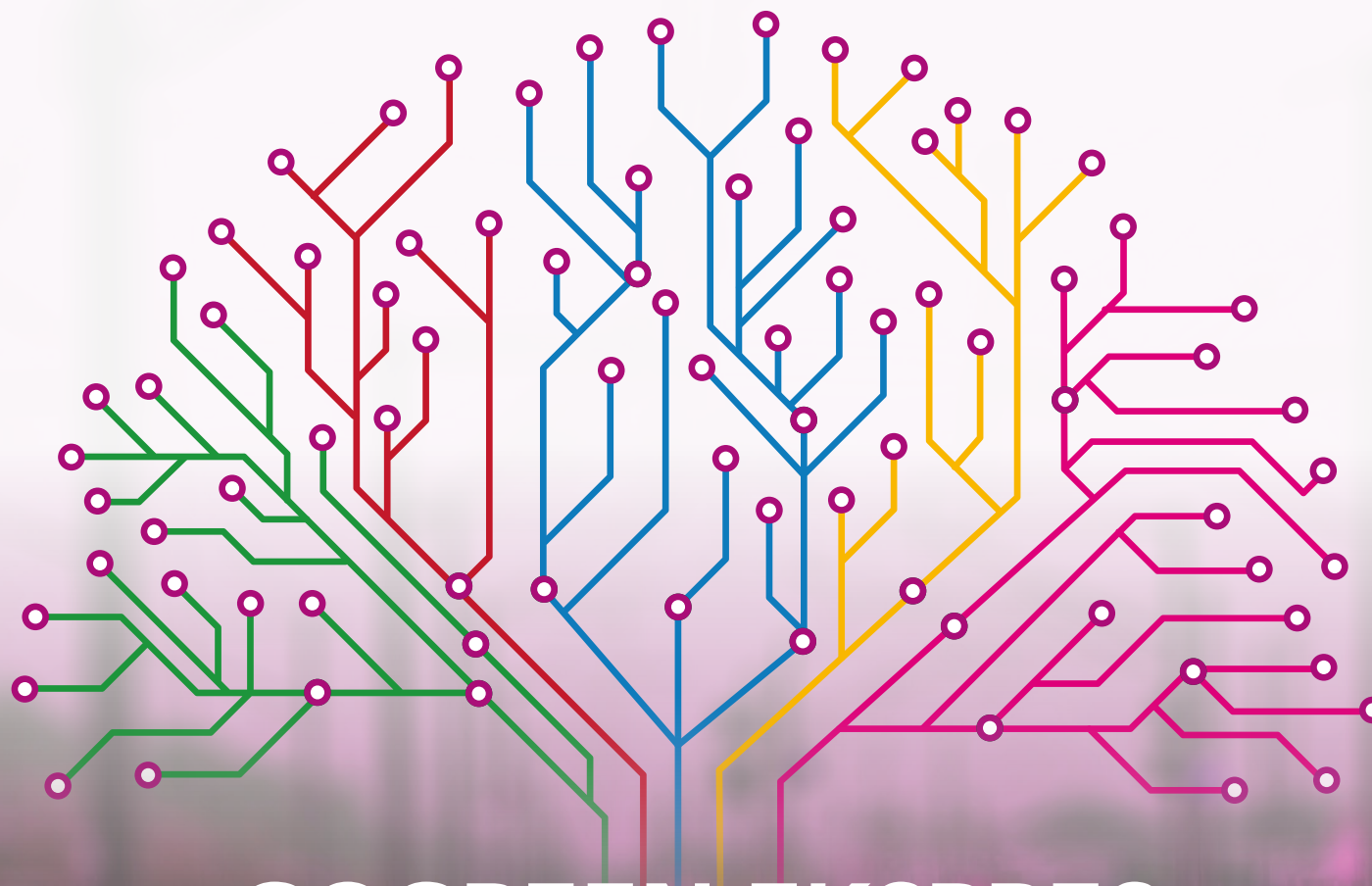




GOGREEN EKSPRES

NEXT STATION:

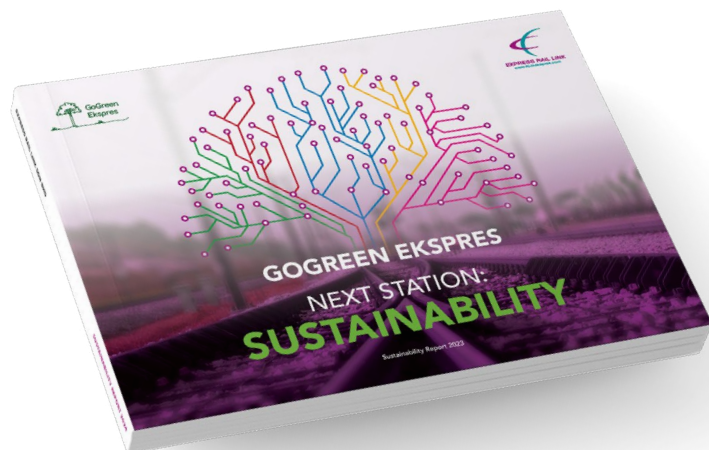
SUSTAINABILITY

Sustainability Report 2023



OVERVIEW

COVER RATIONALE



NEXT STATION:

SUSTAINABILITY

This inaugural sustainability report by Express Rail Link Sdn Bhd (ERL) highlights our Safety, Environmental, Social, and Governance (SESG) performance, impacts, and goals, as part of ERL's thematic GoGreen Ekspres green initiative. It aims to raise awareness of SESG issues.

This report outlines ERL's operating context, identity, and values, showcasing our sustainability approach through targets with a clear roadmap. It covers performance and impacts, that illustrates our sustainability roadmap, backed with targets across four pillars: Safety, Environment, Social, and Governance. This report covers the period from 2022 to 2023.

ERL follows the Global Reporting Initiative (GRI) Sustainability Reporting Standards and includes comparative analysis with the previous fiscal year where applicable, reflecting an expanded reporting scope.

Forward-looking statements on SESG goals, targets & performance are included.

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ERL'S GOGREEN EKSPRES

A Commitment to SESG

ERL's GoGreen Ekspres is an initiative that goes beyond improving transportation. It represents a bold step forward in our commitment to Safety, Environmental, Social, and Governance (SESG) principles, transforming the way we think about sustainable travel in Malaysia.

Unifying ERL's Green Initiatives:

GoGreen Ekspres is the foundation upon which ERL is building a greener, safer, and more responsible future. It represents our promise to the environment, our passengers, and the communities we serve. At the heart of GoGreen Ekspres is a simple act with a powerful idea: unifying all of ERL's green initiatives under one cohesive banner. By centralising these efforts, we ensure that our sustainability agenda is focused, effective, and consistent. This alignment with our broader corporate mission, vision, and service standards is critical as we transition to a more sustainable future.

Safety First

GoGreen Ekspres is founded on a commitment to the safety of every passenger who steps onto an ERL train. We are implementing cutting-edge safety protocols, rigorous maintenance procedures, and robust emergency preparedness measures. We understand that safety isn't optional—it's the cornerstone of everything we do.

Environmental Leadership

As environmental leaders, we know that transportation is a major contributor to carbon emissions, and it's our responsibility to change that. With GoGreen Ekspres, we are making strides to reduce our carbon footprint. By operating energy-efficient trains, and implementing resource management practices that minimise our impact on the environment. It's not just about getting people from Point A to Point B anymore—it's about doing it responsibly, with the least possible harm to our planet.

Social/Community Engagement and Governance

We are also deeply committed to social responsibility. ERL is part of the community, and GoGreen Ekspres reflects that. We engage with communities through educational programmes, tree-planting initiatives, and partnerships that promote biodiversity and recycling. Governance and accountability are at the core of everything we do. GoGreen Ekspres adheres to international standards, ensuring transparency and responsibility in our actions. We are implementing systems that guarantee our sustainability efforts are measured, reported, and, most importantly, improved upon. GoGreen Ekspres is not just about us—it's about setting a new standard for responsible travel in Malaysia, and we believe that through this initiative, we can lead by example in the transportation industry.

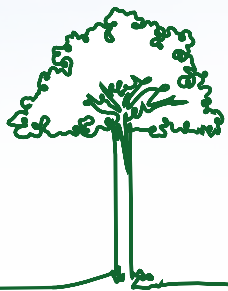
OUR SESG JOURNEY

Our maiden SESG report highlights ERL's unwavering commitment to safety, sustainability, inclusivity, and trust—principles that are integral to our identity and guide our mission to drive innovation for the benefit of business, people, and the planet.

With a clear vision towards Net Zero and our Green Airport Express initiative, we are embracing transformative actions that foster a positive impact, not just today, but well into the future. These goals serve as a foundation for our long-term impact strategies, shaping how we create value for society and the environment.

This inaugural report provides detailed insights into two years (2022-2023) of performance trends, offering clear evidence of our progress on key sustainability metrics. We continuously measure and report on material indicators across all aspects of our operations, reinforcing our dedication to transparency and accountability.

We align our initiatives with global standard, Global Reporting Initiative (GRI). By adhering to these rigorous frameworks, we ensure our SESG efforts are measurable, transparent, and impactful, clearly demonstrating our contribution to a more sustainable and responsible future.



GoGreen
Ekspres

We have successfully completed our Safety, Environment, Social, and Governance (SESG) training, established our carbon emission base line, developed our SESG framework, and prepared our SESG Technical & Sustainability Report for 2023.



WE ARE
HERE NOW

2023
JUL

- With the support of the Board, we embarked on a sustainability journey in response to our role & commitment in addressing climate change

2023
SEP

- Engaged an external consultant to develop and implement ESG strategies

2024
MAR

- Completed and prepared our ESG technical & sustainability report for 2022

2024
JUN

- 2022 & 2023 Carbon Baseline identification and executing planned strategies

2024
Q4

- Establishment of ERL Sustainability Microsite
- Tracking ESG actionable plan
- 2023 Carbon Inventory & Carbon Footprint computation
- 2022 & 2023 ERL ESG report



WHO WE ARE

Express Rail Link Sdn Bhd (ERL) is a private limited company owned by some of Malaysia's leading corporations: YTL Corporation Berhad (45%), Lembaga Tabung Haji (36%), SIPP Rail Sdn Bhd (10%), and Trisilco Equity Sdn Bhd (9%). The operation & maintenance (O&M) are efficiently managed by ERL Maintenance Support Sdn Bhd (E-MAS); ERL's wholly owned O&M subsidiary.

Since the launch of its KLIA Ekspres and KLIA Transit services in 2002, ERL has been dedicated to providing reliable and efficient transportation. In 2014, ERL extended its services to KLIA Terminal 2 (T2) with the opening of the new terminal for low-cost carriers. The KLIA Ekspres service travels at a top speed of 160 km/h, covering the 57-km journey between KL Sentral and KLIA Terminal 1 (T1) in just 28 minutes, with a quick 3-minute ride between KLIA T1 & KLIA T2 only.

Complementing this, the KLIA Transit service stops at 3 intermediate stations: Bandar Tasik Selatan, Putrajaya & Cyberjaya, and Salak Tinggi, completing the journey between KL Sentral and KLIA Terminal 2 (T2) in 39 minutes. Demonstrating our commitment to punctuality and reliability, ERL has consistently maintained a 99.7% on-time service performance record since its inception.

OUR VISION

To be the **premier** and **preferred** transportation mode providing international standards of service and recognised internationally as the **top service provider** in rail connections.

OUR MISSION

To provide a seamless service experience that is **fast, reliable, comfortable** and **convenient**.

WE ARE COMMITTED TO PROVIDE A SEAMLESS SERVICE EXPERIENCE

22 YEARS

The number of passengers that has used our service since inception: **more than 120 million** since the launch of KLIA Ekspres and KLIA Transit services

Our Achievements

2024

Awarded
30-year Concession Extension

2022

20th Anniversary
112 Million
Passengers

2021

Travellers' Choice
Tripadvisor

2020

Travellers' Choice
Tripadvisor

2019

Partnership of the Year for B2B Sales Channel Expansion
Global Air-Rail Awards

OUR CERTIFICATIONS

ERL and E-MAS are locally and internationally renowned for consistently reaching high standards in the air-rail services industry.

FAST, RELIABLE, COMFORTABLE AND CONVENIENT FOR EVERYONE



EXPRESS RAIL LINK SDN BHD

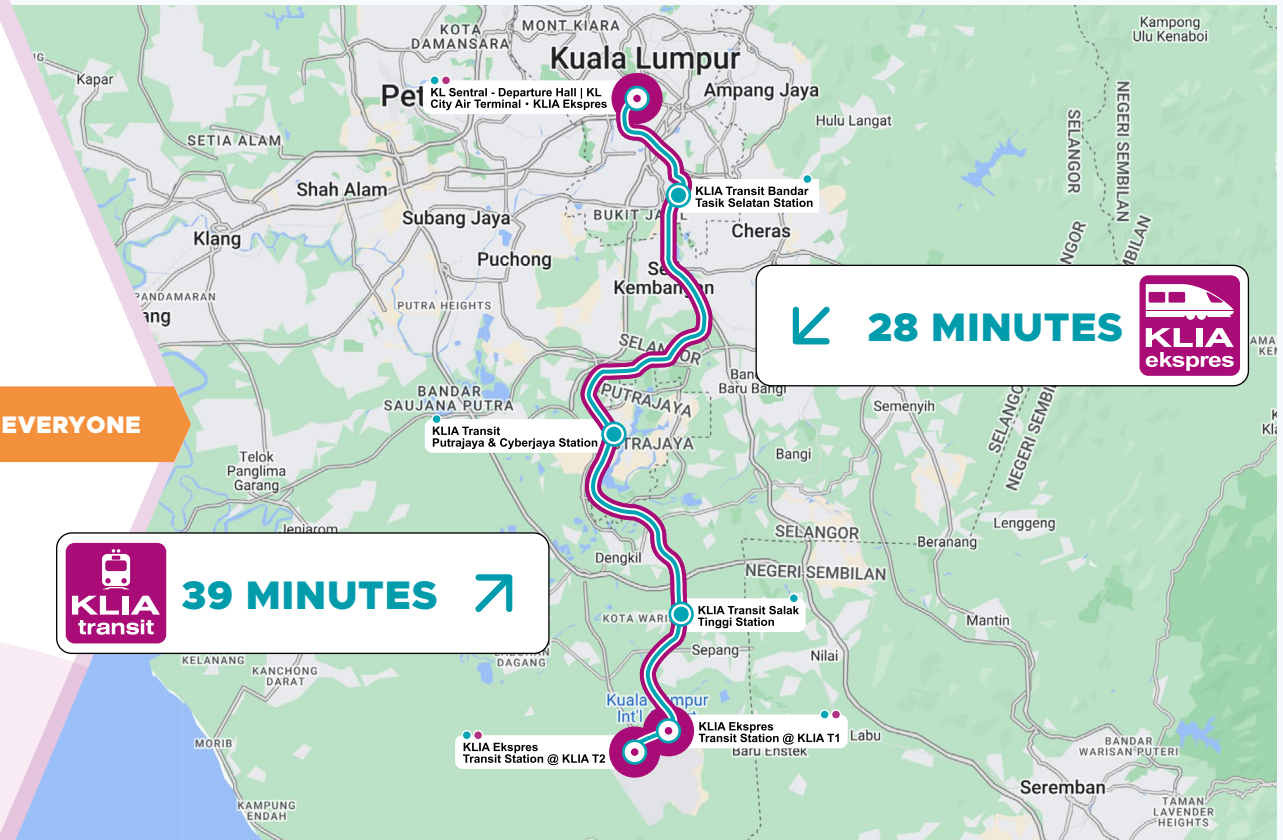
Certification for Quality Management System ISO 9001:2015



ERL MAINTENANCE SUPPORT SDN BHD

Certification for Quality Management System ISO 9001:2015

Certification for Environmental Management System ISO 14001:2015



2018

Unveiling of new KLIA Ekspres train and Songket livery

Additional KLIA Transit services

Project of the Year for ERL New Trains Global Air-Rail Awards

2017

Outstanding Green Air - Rail Transport Award 25th Anniversary Business Excellence Award Malaysia Canada Business Council

Best Operator (Railway) Suruhanjaya Pengangkutan Awam Darat

2016

Best Customer Service Award Suruhanjaya Pengangkutan Awam Darat



MESSAGE FROM CEO



NOORMAH MOHD NOOR
CEO of ERL

Dear Stakeholders,

As we launch ERL's inaugural Sustainability Report, I'm proud to share our progress and commitment to a safer, more sustainable future. This year marks a key milestone with the introduction of the GoGreen Ekspres, a brand that encapsulates all our green initiatives, and our Safety, Environmental, Social, and Governance (SESG) Framework, a comprehensive approach that will guide our operations and shape our path forward.

Message From CEO

GOGREEN EKSPRES - UPHOLDING ERL COMMITMENT TOWARDS SESG

1

Safety as Our Foundation

At ERL, safety is the core of our operations. Our commitment to protecting both passengers and staff is evident in our ongoing efforts to enhance safety protocols and compliance measures. This year, we have made considerable investments in modernising our train and track infrastructure, which helps reduce risks and strengthens operational safety. These initiatives reflect our focus on providing a secure and reliable service, with safety at the forefront of our priorities.

2

Environmental Stewardship

Environmental responsibility is a central element of our SESG Framework. As a key player in the transportation sector, we are committed to tackling climate change. We have adopted a 3M approach—Measurement, Management, and Mitigation—to address carbon emissions. This strategy includes setting baseline data, developing strategic mitigation plans, and implementing and reporting on these measures. Our efforts also involve creating a Green Energy management system and implementing energy-efficient practices to manage costs and reduce the impacts of energy price fluctuations. Additionally, our 3R initiatives—Reduce, Reuse, and Recycle—aim to enhance waste management and prevent improper handling of hazardous materials. We are also focusing on a Water Conservation System to lower operational costs and address potential water shortages.

3

Social Responsibility

Improving customer satisfaction drives our social responsibility efforts. We are committed to enhancing train conditions, station facilities, and ticketing services to ensure a smooth travel experience. We are also dedicated to fostering workplace diversity, equity, and inclusion, and promoting cross-disciplinary skills to attract and retain top talent. By actively participating in corporate social responsibility (CSR) activities, we aim to strengthen our relationships with stakeholders and build a reputation as a responsible organisation with a positive impact to the community.

4

Governance Excellence

We are committed to maintaining high standards of business ethics and integrity, which support our corporate and product branding. Our focus on sustainable financial management, effective risk mitigation, and enhanced cybersecurity and data protection helps us maintain a strong corporate image and safeguard against potential disruptions.

A SHARED VISION FOR THE FUTURE

The development of GoGreen Ekspres, and our SESG Framework reflects a shared vision shaped by input from stakeholders both within and beyond our organization. It embodies our collective goal of integrating economic growth, environmental care, social responsibility, and safety. While the journey ahead will require ongoing effort and adaptation, I'm confident that by working together, we can achieve our objectives and advance our sustainability goals.

I extend my heartfelt thanks to our employees, partners, and stakeholders for your continued support. Together, we will build a resilient, responsible, and sustainable airport rail company—one that future generations will be proud to inherit, with safety at the forefront.

Thank you.

Chief Executive Officer

Express Rail Link Sdn Bhd

SUSTAINABILITY FRAMEWORK

ERL released its value driven Safety, Environment, Social and Governance (SESG) framework in 2023. It is a comprehensive set of principles and guidelines designed to enhance the company's sustainability practices. Rooted in the triple bottom line concept of People, Planet, and Profit, this framework aims to create value for both ERL and its stakeholders.

In line with SESG principles and guidelines, ERL introduced the GoGreen Ekspres initiative, which forms the foundation of its sustainability efforts and reflects a comprehensive approach to responsible travel. At the core of both the GoGreen Ekspres programme and the SESG framework is ERL's commitment to aligning its sustainability practices with the expectations of key stakeholders. By adhering to SESG standards, ERL aims to meet these requirements and maintain responsible practices in its operations.

One of the main goals of the framework is to ensure the long-term sustainability of ERL's business strategy. By identifying the most relevant sustainability pillars and material issues, ERL prioritises its initiatives and develops actionable plans. This strategic approach also prepares ERL for climate financing opportunities, demonstrating a strong commitment to integrating sustainability into its financial operations.

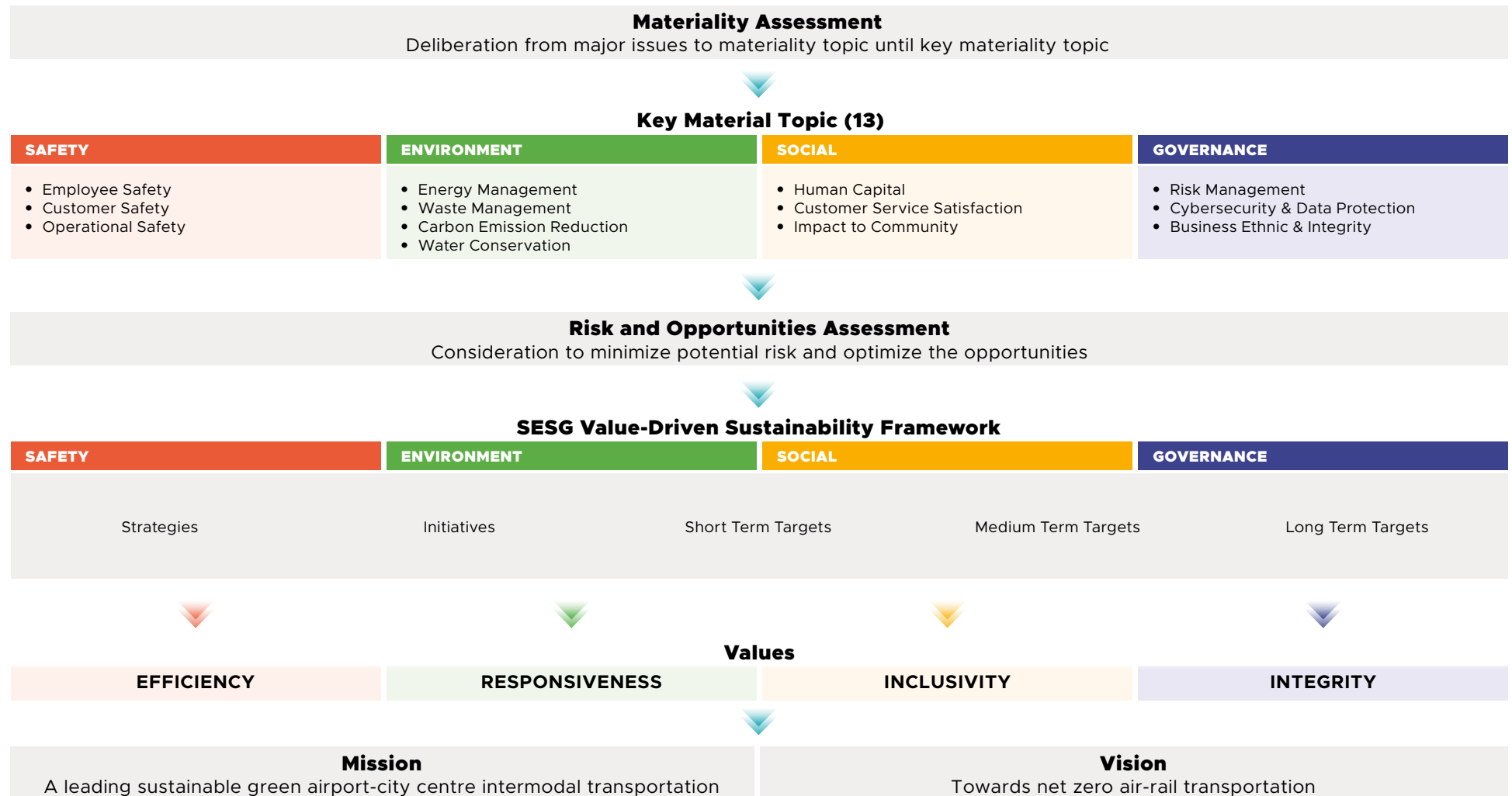
ERL has pinpointed four key sustainability pillars: **Safety, Environmental, Social, and Governance**. Within these pillars, thirteen critical materiality topics have been identified.

Derived from these pillars are four core values: Efficient, Responsive, Inclusive, and Integrity. The framework outlines a series of strategies and initiatives spread across short-term, medium-term, and long-term phases. This accounts for 13 materiality topics that consist 45 initiatives, in which spread out to 71 short term targets, 59 medium term targets, and 31 long term targets.

The ERL Value-Driven SESG Sustainability Framework serves as a roadmap for ERL's sustainability journey. It provides a clear direction and prioritisation of efforts, ensuring alignment with stakeholder expectations and regulatory requirements.



HOW THE ESG VALUE-DRIVEN FRAMEWORK WAS DEVELOPED?



Sustainability Framework

ERL'S ESG FRAMEWORK 2023

TOWARDS NET ZERO AIR-RAIL TRANSPORTATION

A LEADING SUSTAINABLE GREEN AIRPORT - CITY CENTRE INTERMODAL TRANSPORTATION

Sustainable Pillars	Safety	Environment			
Material Topic	- Safety for Passenger - Safety for Employee - Safety for Operational Infrastructure	Reduction of Carbon Emission	Energy Management	Waste Management	Water Conservation
Actionable Plan	- Safety Protocols - Safety Management - Safety Regulation - Infrastructure & Technology Modernization	- Carbon Footprint Inventory - Green House Gas Emission (GHG Emission) - Staff Commute Efficiently - Electric Vehicles (EV) Transport System - Green Technology	- Energy Conservation Program - Energy Efficient Technology	- Recycle Program - Zero Single Use Plastic Programme - Circular Economic - Eco-friendly Material - Health & Environmental Impact	- Rainwater Harvesting System - Water Conservation Program - Building Maintenance & Management
UNSDGs Alignment	    	         			
Value	Efficiency	Responsiveness			

Sustainability Framework

Social			Governance		
Customer Service Satisfaction	Impact to the Community	Human Capital	Cybersecurity & Data Protection	Risk Management	Business Ethnic & Integrity
- Customer Service Ambassador - Conduct Customer Service Satisfaction Survey - Customer Experience Program	- Corporate Social Responsibility (CSR) / Community Engagement Program - Community Green Initiative Program - Social & Community Impact	- Workforce Diversity & Development - Diversity Equity & Inclusion at Workplace	- Cybersecurity Data Management - Cyber Risk Assessment - Operational Security Aspect	- Integrated Risk Management Framework - Business Operational Management	- Develop Code of Ethics (CE) Practises - Internal Audit Department Business
   			 		
Inclusivity			Integrity		

STAKEHOLDER ENGAGEMENT

At ERL, we recognise that meaningful dialogue and collaboration with our diverse range of stakeholders are critical to our success.

Both internal and external stakeholders influence and are impacted by our operations, and by actively seeking their feedback, we aim to build mutually beneficial relationships.

Our commitment to transparent communication helps us understand stakeholder concerns, fostering positive connections that add value. Through regular engagement, we've identified key groups and efficiently addressed material issues. This process provides insights into emerging risks and opportunities while minimising negative impacts. Strong stakeholder relationships not only build trust but also drive sustainable growth for ERL.

Key Stakeholders	Modes of Engagement
Passengers - Inbound/outbound passengers on KLIA Ekspres - Daily commuters on KLIA Transit - Airport community (airline crew and airport staff) - Licensed tourist guide	- Emails - Social media - Customer satisfaction survey - Customer enquiry centre - Digital screens (inside train, station, platforms and airports)
External providers - Works, goods and services provider - Business Partners - Tenants - Payment provider and aggregator - Auditors - Certification bodies	- Emails - Meetings (online and physical) - Request for quotations - Periodic Reports - Inspections and Audits
Regulators and authorities - Federal government and all its agencies - State government and all its agencies	- Emails - Meetings (online & physical) - Inspection and audits - ERL's Emergency Response Plan (ERP) - Periodic reports - Authorities liaison
Shareholders and financial institutions - Shareholders - Bankers	- Meetings - Periodic reports - Liaison activities
Employees - Management - Executives and non-executives - Operational staff - technical - non-technical - Apprentice - Interns	- Meetings and Monthly Town Hall (MTH) session - Events and activities held year-round: - Depot facilities visit - ERL anniversary - Health and medical check-up - Wakalah contributions - Staff birthday celebration - Safety, Health and Environment (SHE) day - KERL (Kelab Sukan dan Kebajikan ERL) - Official emails and WhatsApp groups - Employee engagement survey - Performance appraisal - In-house training - Leadership conference - Orientation/onboarding for new employee
Communities - Local community members living or working along ERL's tracks and stations - Non-government organisations - Media and influencers	- Emails - Meetings - CSR programmes - Social media - Corporate website

Stakeholder Engagement

Issues of Concern & Our Response				
	 Passenger Safety • Safety trainings for staff • Establishment of Safety Protocols • Safety Management to conduct risk assessments	 Human Capital • Promote diversity, equity and inclusion • Develop skills and competencies for employees	 Risk Management • Establish a Risk Management committee • Integrate SESG risks into Risk Management framework	 Energy Management • Invest in energy efficient system • Installation of more solar panels • Installations of more LED lightings
	 Employee Safety • Safety Regulations and Compliance • Emphasise importance of near miss reports • Provide a safe work environment	 Impact on Community • Contribute to support a cause	 Cybersecurity and Data Protection • Enhance cybersecurity control • Enhance cybersecurity risk assessment • Develop business continuity for data management	 Waste Management • Reduce, reuse and recycle initiatives • Explore usage of eco-friendly materials
	 Operational Safety • Improvement to current infrastructure and technology • Identify risks and hazards • Plan for incident/accident prevention	 Business Ethics and Integrity • Develop/Improve code of practices • Conduct awareness, training session • Enhance whistle-blower programme	 Reduction of Carbon Emissions • Consider renewable energy initiatives • Consider carbon initiatives	 Water Conservation • Use rainwater harvesting for toilet flushing
	 Customer Service Satisfaction • Train refurbishment • Evaluation of train life extension for 10 years • Clear and timely communication to passengers digitally • Improve the disruption handling process • Reinforcing our strong Unit Selling Proposition (USP) • Focusing on basic customer service skills • Upgrading Automatic Fare Collection (AFC) system • Working with the right technology companies			

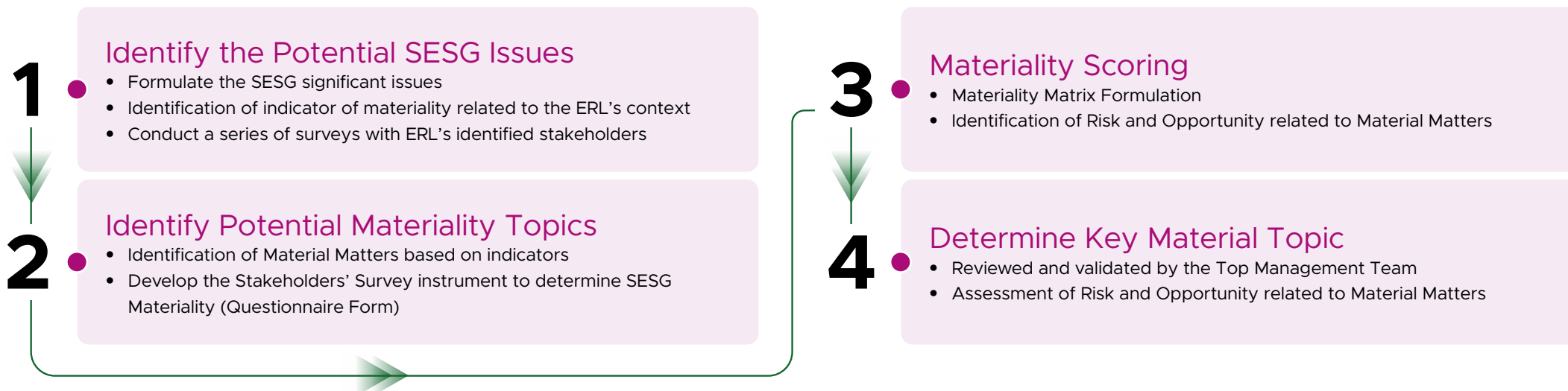
MATERIAL MATTERS

ERL's ESG framework and reporting approach target issues most relevant to our business and stakeholders. In 2023, we conducted a comprehensive materiality assessment aligned with Global Reporting Initiative (GRI) standards. Through extensive consultation and analysis, we identified key sustainability issues critical to our operations.

Our materiality determination process involved:

- Identifying potential ESG issues
- Formulating significant ESG issues
- Establishing indicators of materiality within ERL's context
- Conducting stakeholder surveys to identify materiality topics
- Developing a Stakeholder Survey to assess ESG materiality
- Scoring materiality and creating a Materiality Matrix
- Identifying risks and opportunities related to material matters
- Validating findings with our Top Management Team

This process ensures that our focus remains on the most relevant and impactful sustainability issues, aligned with the priorities of our stakeholders and the long-term success of our business.

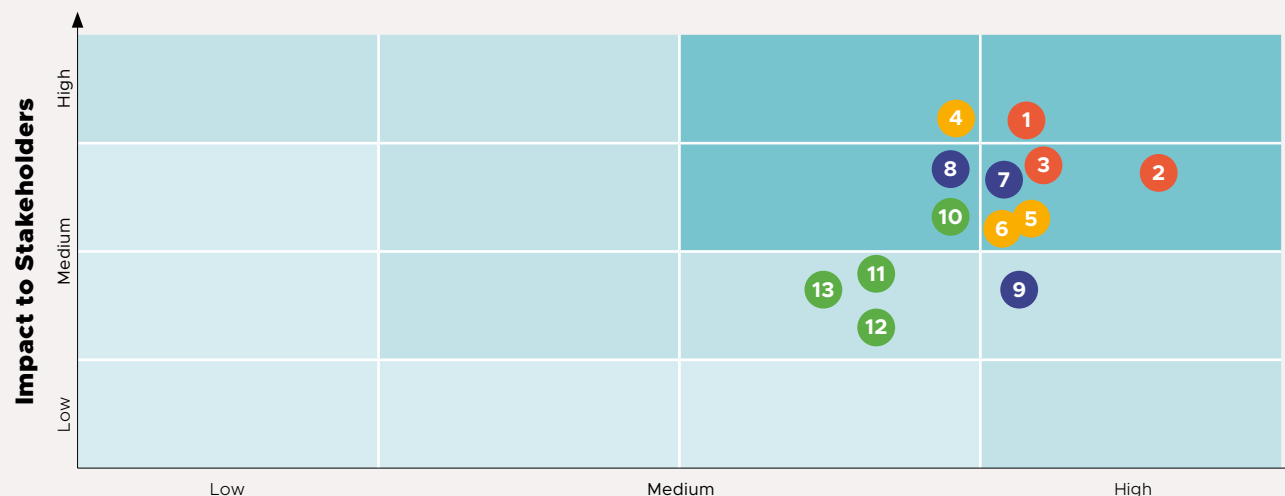


Following our stakeholder engagement and impact assessment, we identified 54 items on our overall materiality list. This list was compiled based on feedback from stakeholders, reflecting their operational experiences. The breakdown of these issues includes 19% related to Safety, 30% to Governance, 32% to Social concerns, and 19% to Environmental matters.

During workshops and focus groups, participants reviewed the results of the questionnaire, where the 54 identified materiality issues were ranked based on their impact on our business and stakeholders. With input from the committee, this list was narrowed down to 30 high-priority material issues.

After further review by ERL's Top Management, these 30 issues were refined into 13 Key Material Issues. The final ranking of these 13 Key Material Issues is outlined as follows:

MATERIALITY MATRIX 2023



Impact on the Business

SAFETY	ENVIRONMENT	SOCIAL	GOVERNANCE
1 Employee Safety	10 Energy Management	4 Human Capital	7 Risk Management
2 Customer Safety	11 Waste Management	5 Customer Service Satisfaction	8 Cybersecurity & Data Protection
3 Operational Safety	12 Carbon Emission Reduction	6 Impact to Community	9 Business Ethics & Integrity
	13 Water Conservation		

ANALYSIS OF MATERIALITY MATRIX 2023

The Materiality Matrix reveals that employee safety is of the highest importance to both stakeholders and the business. Issues with high impact on the business and medium-high importance to stakeholders include customer safety, operational safety, customer service satisfaction, community impact, and risk management. Human capital is considered highly important to stakeholders and has a medium-high impact on the business. Meanwhile, energy management is of high importance to the business but holds medium-low importance to stakeholders.

RISKS AND OPPORTUNITIES

Stakeholder engagements also examined the risks and opportunities associated with internal and external factors that could impact ERL's ESG performance.

The objective was to develop a strategy to minimise or mitigate the negative impacts of risks while maximising or capitalising on the positive impacts of opportunities. The results of this assessment are outlined below.

OPPORTUNITY

1st

Q1: Damage to railway facilities and equipment, and suspension of operations due to windstorms, floods, etc.

4th

Q10: Supporting low-carbon transport

7th

Q20: Additional maintenance costs for managing impacts from climate change (e.g. flood, landslide)

2nd

Q7: Decrease in passenger volume due to competition from other modes of transportation such as electric vehicles

5th

Q15: Current Market/Economy

3rd

Q12: Sustainable financial performance

6th

Q9: New Technology and Industry



Note: The question numbers in orange indicate issues that can be both risk and opportunity. Q means Question.

Risks and Opportunities

The results highlight several issues that must be considered in strategic business planning. Climatic factors like rainfall, windstorms, and floods could have both negative and positive impacts on ERL's operations; while extreme weather could disrupt services, it might also increase passenger numbers from other affected transport modes. The shift to other transportation modes, such as electric vehicles, poses a similar dual impact; although beneficial to the environment, a shift away from ERL could negatively affect the business. Advancements in industry technology present opportunities for ERL, but new railway regulations could increase operational costs. Lastly, while current market conditions offer both challenges and opportunities, adapting the business strategy to align with these conditions could help neutralise their impact.

RISK

1st

Q1: Damage to railway facilities and equipment, and suspension of operations due to windstorms, floods, etc.


4th

Q20: Additional maintenance costs for managing impacts from climate change (e.g. flood, landslide)


7th

Q19: Increase business operation costs due to new regulations / laws by Government


2nd

Q7: Decrease in passenger volume due to competition from other modes of transportation


5th

Q12: Sustainable financial performance


8th

Q15: Current Market/Economy


3rd

Q5: Reputational Impact


6th

Q3: Effect of extreme weather to the passenger volume


9th

Q2: Extreme weather changes



Note: The question numbers in orange indicate issues that can be both risk and opportunity.

“ Highest Standards Of Safety And Health ”

Employee Safety
Customer Safety
Operational Safety

20
21
22



3 GOOD HEALTH
AND WELL-BEING



8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



11 SUSTAINABLE CITIES
AND COMMUNITIES



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION





NEXT STATION: **SAFETY**

ERL is committed to upholding the highest standards of health and safety for its employees, contractors, and all individuals impacted by its operations. To ensure continuous alignment with strategic objectives and effective risk mitigation, Safety and Health Policies are reviewed and updated annually.

A critical component of this commitment is ERL's Emergency Response Plan (ERP), a comprehensive framework designed to prepare for, respond to, and recover from emergencies that may affect train maintenance and operations. This plan is aimed at protecting the lives and safety of employees, passengers, and responders during emergencies, minimising damage to company assets and the environment, and ensuring the continuity of critical train operations. Additionally, it ensures compliance with all legal and regulatory requirements for emergency preparedness and response.

Supporting this framework, ERL's Safety Pillars is built on three key strategies: enhancing safety protocols, regulations, and staff training to safeguard customer safety; strengthening safety regulations and compliance to reduce workplace accidents and hazards; and modernising train and track infrastructure to minimise equipment damage and improve overall operational safety. Together, these efforts reflect ERL's dedication to Safety and Health across all aspects of its operations.



EMPLOYEE SAFETY

ERL ensures that all activities prioritizes the safety and health of employees, contractors, and others affected by daily operations. To maintain in our daily operations a strong focus on strategic objectives and impact mitigation, Safety and Health Policies are reviewed and updated annually.

To support these principles, ERL has developed a comprehensive process for training and learning, ensuring that each role within the organisation has a defined training matrix outlining the required Health, Safety, and Environmental (HSE) competencies. This matrix includes standard HSE training elements as well as specific requirements dictated by local regulations or particular projects.

For example, on 12 September 2023, E-MAS organised an Ergonomic and Manual Handling Training session for 27 staff members. This training programme was designed to enhance the health, safety, and productivity of train maintenance staff by educating them on proper ergonomic practices to reduce injury risks, improve comfort, and optimise work performance.

The programme covered key areas such as understanding the importance of ergonomics in the workplace, identifying and assessing ergonomic risks, and implementing solutions to mitigate these risks. It also emphasised the importance of regular exercise and stretching to prevent injuries, with demonstrations of specific exercises tailored for maintenance staff.

By prioritising ergonomic training, ERL aims to significantly reduce the risk of injury among train maintenance staff, improve overall well-being, and enhance work performance. This initiative represents a vital step toward creating a safer, healthier, and more efficient work environment.



Ergonomic and Manual Handling At Workplace Training - 12 September 2023



CUSTOMER SAFETY

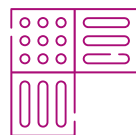
At ERL, customer safety is a fundamental priority woven into our company culture. Our goal is to be Malaysia's safest passenger railroad, and we expect all employees to uphold the highest safety standards. We are committed to fostering a culture of shared responsibility, continuous learning, and innovation to ensure the well-being of everyone involved.

Our customer safety initiatives include annual Emergency Response Plan (ERP) exercises with varied scenarios each year, ensuring that our personnel are well-prepared for different types of emergencies. We conduct quarterly safety inspections by our Safety Committee to maintain top safety standards at our stations.

ADDITIONAL KEY SAFETY MEASURES AT OUR STATIONS AND ON OUR TRAINS INCLUDE:



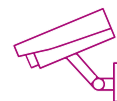
Regular safety announcements and clear signage, such as reminders to stand behind the yellow line and to mind the gap



Tactile paving for visually impaired passengers



Ramps for disabled access



CCTV surveillance at platforms



Security guards stationed at every stations



Anti-harassment notices inside trains



First aid kits in driver cabs and fire extinguishers on hand

The key safety measures help us to uphold our commitment to customer wellbeing, as we continuously improve and share critical learnings in all aspects of safety.



ZERO

Injuries reported in 2023.

OPERATIONAL SAFETY

ERL aims to become Malaysia's safest passenger railroad, placing a strong emphasis on occupational safety that begins with every employee. Our safety initiatives underscore the shared responsibility of ensuring safe practices and maintaining a secure work environment across the entire team.

To support this goal, in 2023, E-MAS conducted a Chemical Management and Spillage Control Training session for 22 staff members. This programme is essential for the safe handling, storage, and disposal of chemicals used in train maintenance, safeguarding both staff and the environment.

The training provided a comprehensive overview of chemical hazards, focusing on safe handling practices and proper storage and labelling procedures. Participants were educated on the health and environmental risks associated with chemical exposure, the correct use of Personal Protective Equipment (PPE), and the critical role of Safety Data Sheets (SDS) in ensuring safety.

Building on this foundation, the programme also addressed spillage control and emergency response, equipping staff with the knowledge to respond effectively to chemical spills. This included the use of containment and clean-up materials, proper disposal of waste, and the development of emergency response plans. Staff were trained on their roles during a spill and how to coordinate with emergency services to ensure a swift and effective response.

To maintain a high standard of safety, the programme emphasised the importance of regular training sessions, continuous improvement in chemical management practices, and vigilant monitoring of incidents to prevent future occurrences. By following these guidelines, staff are better equipped to minimise risks and maintain a safe and compliant workplace, furthering ERL's dedication to safety in every aspect of its operations.



Chemical Handling and Spill Control Training - Oct 2023

“ Shaping A More Sustainable Tomorrow ”

Energy Management	25
Carbon Emission Reduction	26
Waste Management	31
Water Conservation	33



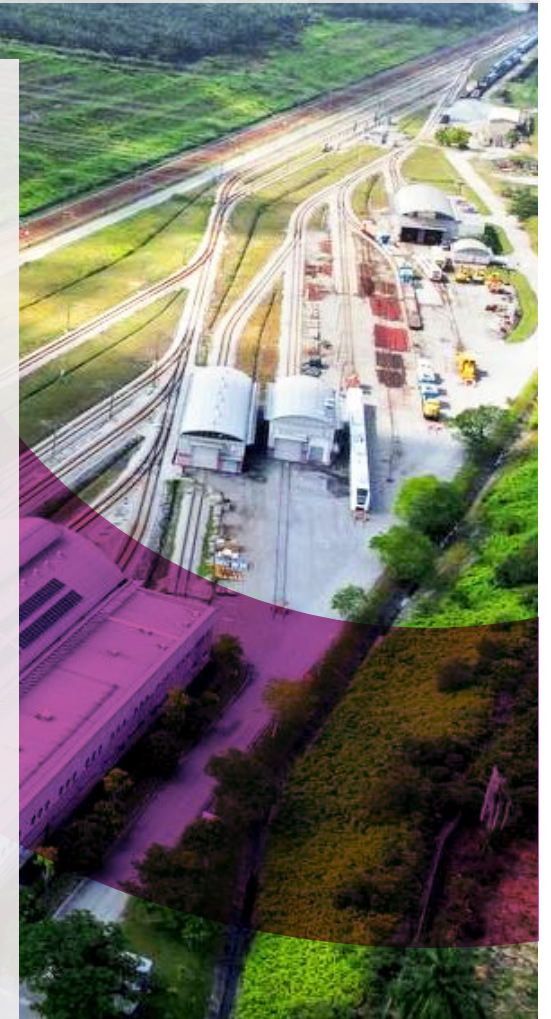
NEXT STATION: ENVIRONMENT

We are committed to conducting our operations in a way that minimises adverse impacts on both the environment and the communities in which we operate. This commitment reflects our understanding of the vital role that responsible business practices play in ensuring long-term sustainability. ERL also recognises the transportation sector's significant influence on climate change, and we take this responsibility seriously.

In line with this, we are actively working to reduce our greenhouse gas emissions, implementing strategies that not only address current environmental challenges but also anticipate future needs. Our efforts are guided by a clear vision to support the global transition to a lower-carbon economy, recognising that the shift toward sustainability is essential for the wellbeing of future generations.

As a company that is sustainably driven, we are dedicated to merging forward-thinking strategies with concrete actions that make a measurable difference. This involves integrating advanced technologies, optimising energy use, and adopting best practices in environmental management. We believe that by taking decisive action today, we can help to shape a more sustainable tomorrow.

Rail transportation, with its inherently lower carbon footprint compared to other modes of transport, has a critical role to play in this transition. ERL is proud to be at the forefront of this movement, contributing to a lower-carbon future for the nation. We are not only committed to reducing our own environmental impact but also to leading by example in the transportation industry, demonstrating how rail can be a key driver of sustainable development.





ENERGY MANAGEMENT

ERL primarily relies on electricity for lighting, plant operations, and building temperature control. To reduce electricity consumption, ERL consistently implements energy-efficient practices, including the use of energy-saving lighting and efficient cooling technologies wherever possible.

2023 Energy Savings Plan, designed to reduce energy consumption, lower operational costs, and minimise the environmental impact of train maintenance and operations. The plan focuses on four key objectives:

- Decreasing energy use in maintenance and operations
- Achieving significant cost savings through efficient energy management
- Promoting sustainability by reducing the carbon footprint
- Optimising energy use without compromising service quality or safety



As part of this initiative, ERL made significant improvements to its lighting system in the main workshop, where light and heavy maintenance take place. The original setup relied on 400-watt metal halide bulbs, which included additional components like ballasts and capacitors. After careful study, it was determined that switching to LED lighting technology could achieve the required brightness with significantly lower power output. Consequently, a 150-watt LED lighting system was chosen to replace the 400-watt metal halide bulbs. This upgrade allowed ERL to replace nearly an entire row of lighting along Track 11, with a total of 17 lamps being updated.

These efforts reflect ERL's ongoing commitment to energy efficiency and sustainability, ensuring that its operations are not only cost-effective but also aligned with broader environmental goals.

CARBON EMISSION REDUCTION

In 2023, we released our first Operational Carbon Footprint Baseline report, marking a significant step in our commitment to environmental stewardship and sustainable practices in the transportation industry. This report provides a detailed inventory of ERL's CO₂ emissions for 2022, offering a comprehensive view of our carbon footprint.

The report serves three main purposes:

- Establishing a baseline for ERL's carbon footprint
- Providing a benchmark for setting and tracking emissions reduction targets
- Assessing our contribution to lowering carbon emissions within the transportation sector and the wider community

In 2022, ERL's total operational carbon emissions amounted to 3,912 tCO₂e. In contrast, the emissions avoided through ERL's operations were 15,396 tCO₂e. The net avoided carbon emissions, calculated as the difference between the avoided emissions and the operational carbon, stands at 3,125 tCO₂e.

A key finding is that ERL ridership results in 10,127 tonnes of CO₂ equivalent (tCO₂e) less carbon emission compared to private car use.

SCOPE 1 EMISSIONS EMISSION FROM CHEMICAL AND FUEL SOURCES

TOTAL: 105 tCO₂e

FUEL
79 tCO₂e

75%

CHEMICAL
26 tCO₂e

25%

55%

58
tCO₂e
DIESEL

20%

21
tCO₂e
PETROL

23%

24
tCO₂e
LIQUID

2%

3
tCO₂e
GAS

ERL reports a total Scope 1 emission of 105 tonnes of CO₂ equivalent (tCO₂e) from both chemical and fuel sources. Of this total, fuel emissions constitute the largest share, amounting to 79 tCO₂e, or 75% of the overall emissions, while chemical emissions contribute 26 tCO₂e, or 25%.

Fuel consumption primarily involves diesel and petrol. Diesel, used extensively in company vehicles for operational activities, accounts for a significant portion of emissions, totalling 45 tCO₂e. Petrol, used in company vehicles as well, results in lower emissions of 21 tCO₂e. Additionally, onsite operations contribute further emissions, with petrol generating 0.1 tCO₂e and

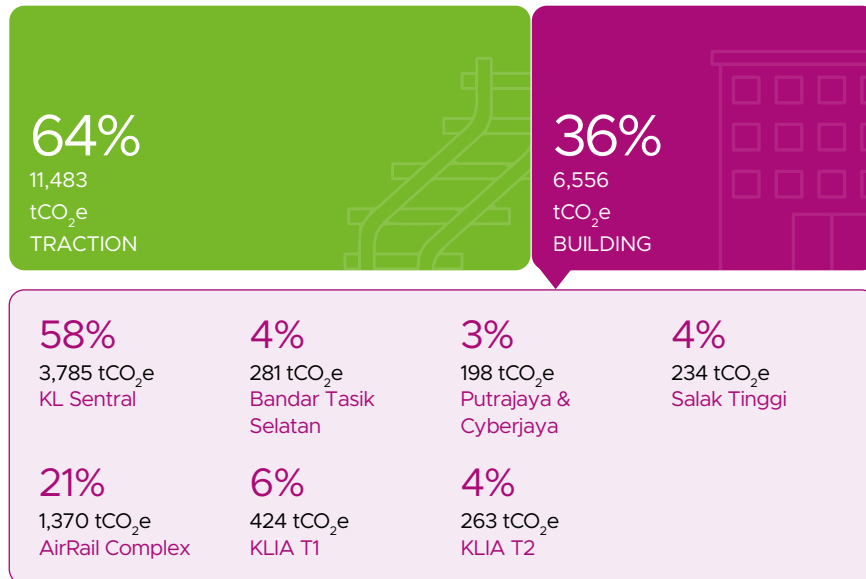
diesel contributing 13 tCO₂e. This breakdown highlights diesel's major role in ERL's emissions profile due to its predominant use in operational vehicles.

Chemical emissions are divided between gas and liquid forms. Gas, though less frequently used, generates higher emissions due to its higher conversion factors, particularly from the smoke detector testers employed.

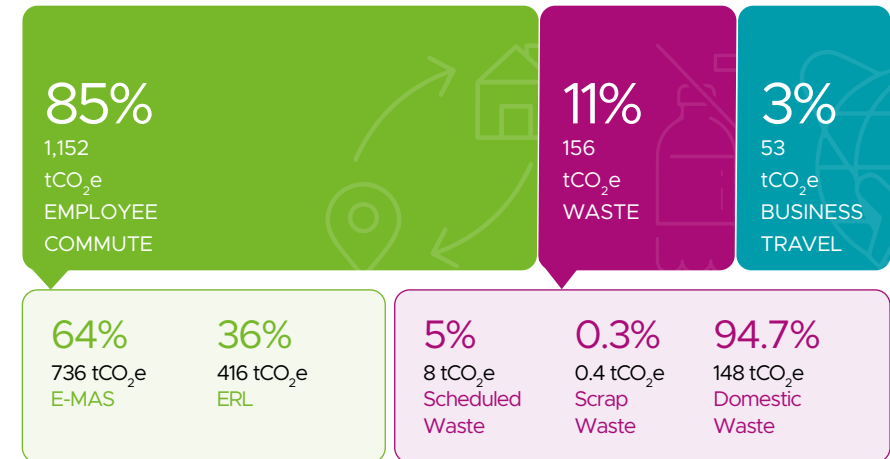
Overall, ERL's analysis underscores the significant impact of diesel fuel on its carbon footprint, emphasizing the need for targeted strategies to reduce emissions and enhance sustainability efforts.



Carbon Emission Reduction

SCOPE 2 EMISSIONS
EMISSION FROM ELECTRICITY
**TOTAL: 18,040 tCO₂e**

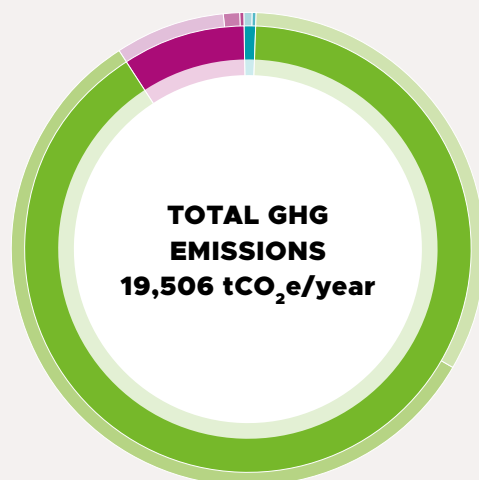
In 2022, ERL reported a total Scope 2 emission of 18,040 tCO₂e. The largest share of these emissions, amounting to 11,483 tCO₂e, was attributed to traction, which consumed 15,150 tWh of electricity. The remaining emissions stemmed from buildings operated by ERL. Among the various stations, KL Sentral recorded the highest emissions, primarily due to its significant chilled water usage.

SCOPE 3 EMISSIONS
EMISSIONS FROM WASTE, BUSINESS TRAVEL AND EMPLOYEE COMMUTE
**TOTAL: 1,361 tCO₂e**

Scope 3 emissions for ERL are primarily driven by employee commutes, which account for 1,152 tCO₂e. This is followed by waste, contributing 156 tCO₂e, and business travel, which adds 53 tCO₂e. Within the employee commute category, E-MAS employees are responsible for 64% of these emissions, while ERL employees account for 36%.

The waste emissions are split between scheduled waste and domestic waste. Scheduled waste generates lower emissions on a per-unit basis due to higher recycling rates, compared to domestic waste.

Carbon Emission Reduction

**SCOPE 1****0.5%**105 tCO₂e/year**Fuel**79 tCO₂e/year**Chemical**26 tCO₂e/year**SCOPE 2****92.5%**18,040 tCO₂e/year**Building**6,556 tCO₂e/year**Traction**11,483 tCO₂e/year**SCOPE 3****7%**1,361 tCO₂e/year**Employee Commute**1,152 tCO₂e/year**Waste**156 tCO₂e/year**Business Travel**53 tCO₂e/year

ERL has reported a total of 19,506 tCO₂e in greenhouse gas emissions across all three scopes, reflecting the environmental impact of its operations. Scope 1 emissions, which include direct emissions from fuels and chemicals, make up a small fraction—0.5%—of the total, amounting to 105 tCO₂e. Of this, fuels contribute 79 tCO₂e, and chemicals account for 26.166 tCO₂e.

The majority of ERL's emissions come from Scope 2, which stands at 18,040 tCO₂e, or 93% of the total. These emissions are primarily linked to the electricity purchased for ERL's operations, highlighting the significant role that energy consumption plays in the company's carbon footprint.

Scope 3 emissions total 1,361 tCO₂e, representing 7% of the overall emissions. This category includes indirect emissions from business travel (53 tCO₂e), waste generation (156 tCO₂e), and employee commuting, which is the largest contributor at 1,152 tCO₂e.

ERL is committed to addressing its emissions through a comprehensive, multi-faceted strategy. The plan centres on reducing emissions, enhancing energy efficiency, and integrating sustainable practices across its operations. This includes significant investment in renewable energy, improving public transport options for commuting staff, advancing waste reduction and recycling initiatives, and exploring carbon offsetting opportunities.

For its sustainability goals, ERL has outlined a phased approach. In the short term (2024-2025), the focus will be on establishing a baseline for carbon emissions, reducing energy consumption with measures such as flexible work arrangements, implementing a Zero Single-Use Plastic Policy, and achieving a 10% reduction in paper usage. The mid-term goals (2026-2030) will aim for a 2% reduction in energy consumption in buildings, the installation of solar panels, and a 10% decrease in waste, including contaminated rags. In the long term (2031-2050), ERL targets a 5% reduction in energy consumption, a 50% cut in paper usage, and a stronger focus on water conservation initiatives, such as rainwater harvesting.



Carbon Emission Reduction

AVOIDED CARBONS

As the climate crisis deepens, rail transportation is emerging as a clear solution to reducing carbon emissions. Trains are more energy-efficient than cars or planes, primarily because steel wheels on steel rails minimise energy loss when changing direction, offering far greater fuel efficiency per passenger or tonne of freight.

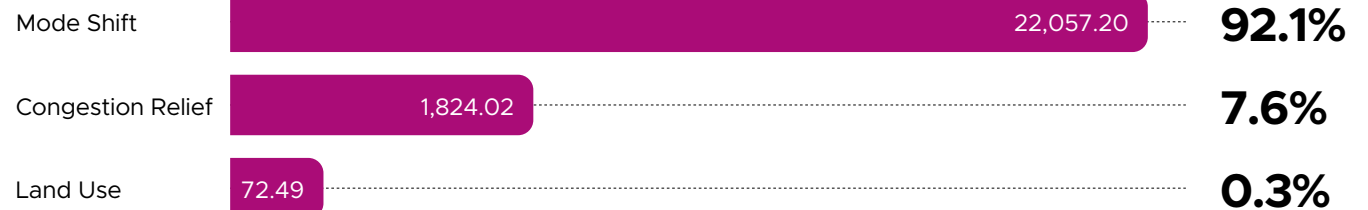
But the benefits go beyond that. Choosing rail means fewer cars on the road, less congestion, and ultimately fewer emissions. Electrifying rail systems only add to the environmental upside, as railways powered by renewable energy can cut emissions dramatically. In fact, rail transport produces the lowest emissions per kilometre of any transportation mode.

In 2022, rail contributed just 1% to global transportation CO₂ emissions, despite being a workhorse for both passenger travel and freight—resulting in a mere 94.6 million metric tons of emissions. In 2023 alone, ERL helped avoid 6,104 metric tonnes of carbon emissions, underscoring our commitment to sustainable transport solutions.

Rail offers a sustainable path forward, and at ERL, we're adopting operational practices that further drive down emissions. Rail isn't just an efficient way to move people and goods—it's a vital part of a low-carbon future. By choosing rail, we're investing in cleaner air, fewer emissions, and a more sustainable world.

CREDIT

TOTAL: 23,953.70 tCO₂e



DEBIT

TOTAL: 17,849.82 tCO₂e



6,104 tCO₂e

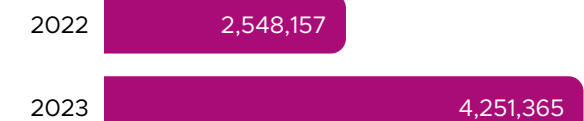
 Net Avoided Carbon

 2022: 3,912 tCO₂e

CARBON EMISSION PER PASSENGER KILOMETRE

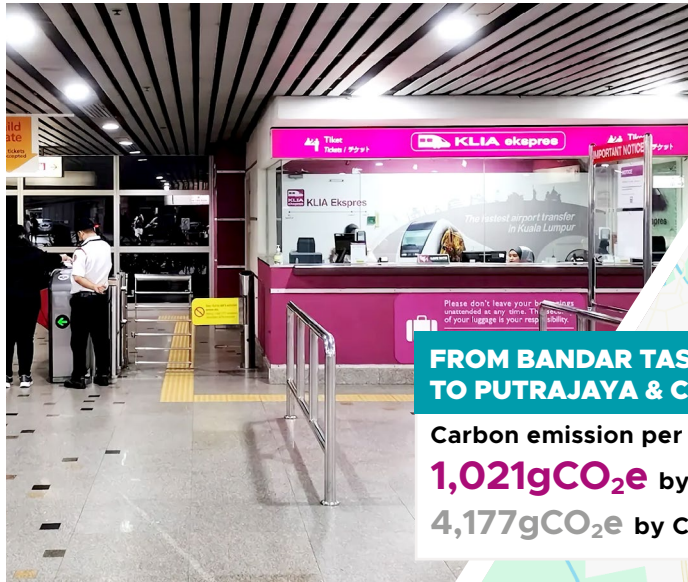


TOTAL CARS REMOVED FROM THE ROAD



Carbon Emission Reduction

CARBON EMISSION ERL VS CAR



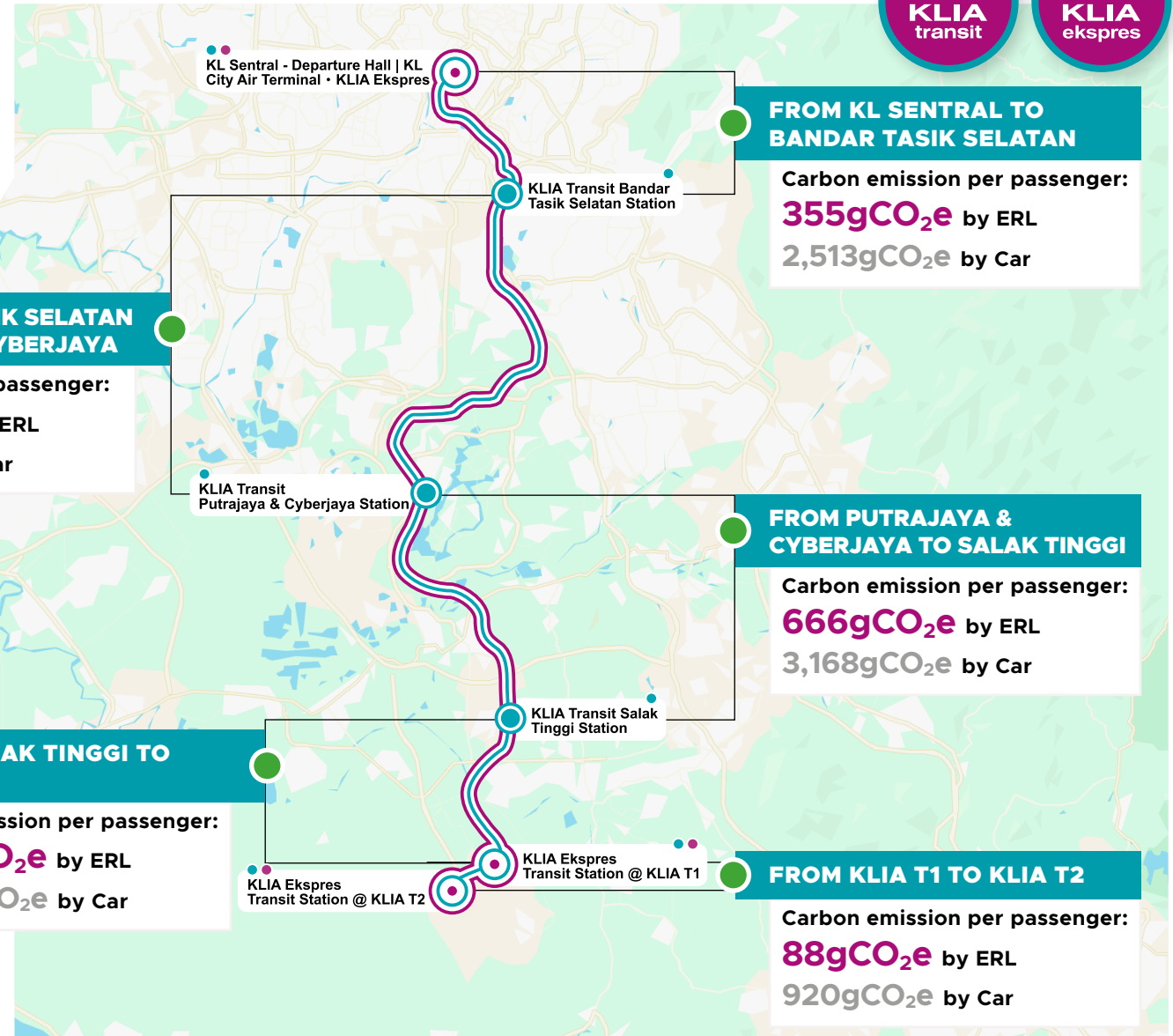
FROM BANDAR TASIK SELATAN TO PUTRAJAYA & CYBERJAYA

Carbon emission per passenger:
1,021gCO₂e by ERL
 4,177gCO₂e by Car



FROM SALAK TINGGI TO KLIA T1

Carbon emission per passenger:
444gCO₂e by ERL
 2,423gCO₂e by Car





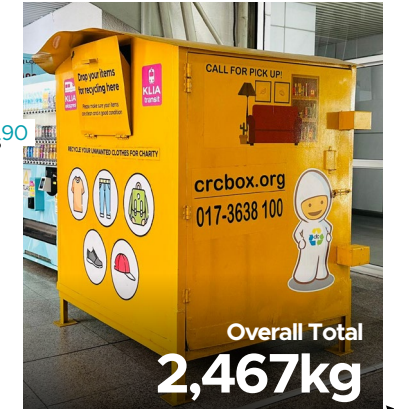
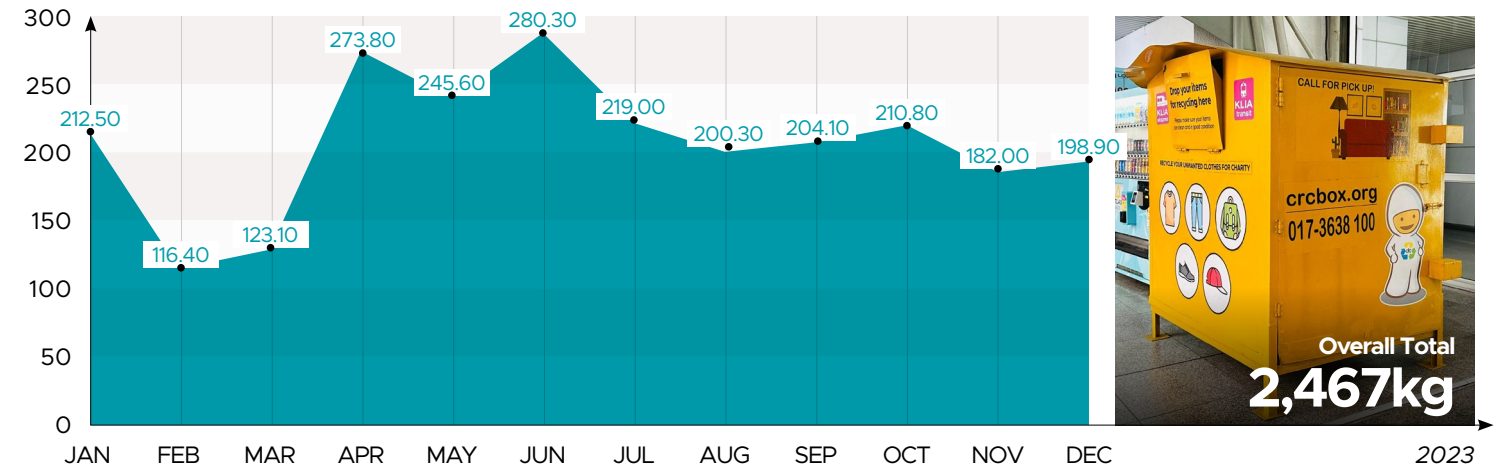
WASTE MANAGEMENT

ERL's internal policy focuses on reinforcing the principles of re-use, recycling, and waste recovery. Each site is equipped with designated waste collection areas that are organised by waste type and site layout. Hazardous and non-hazardous waste is collected and processed by external specialist.

ERL's waste cycle encompasses both hazardous and non-hazardous waste materials. Non-hazardous waste includes scrapped plastics, wood, cardboard, paper and metal. While hazardous waste consists of used batteries, discarded/ broken lamps, electronic waste (e-waste), contaminated materials, spent oils/ chemicals, and sludges. To ensure proper disposal and recovery of all waste generated, the non-hazardous waste is handled through authorised company whilst hazardous wastes are sent to a licensed facility which is approved by DOE.

TOTAL AMOUNT OF RECYCLABLE ITEMS RECEIVED BY THE COMMUNITY RECYCLE FOR CHARITY (CRC) BOX IN 2023

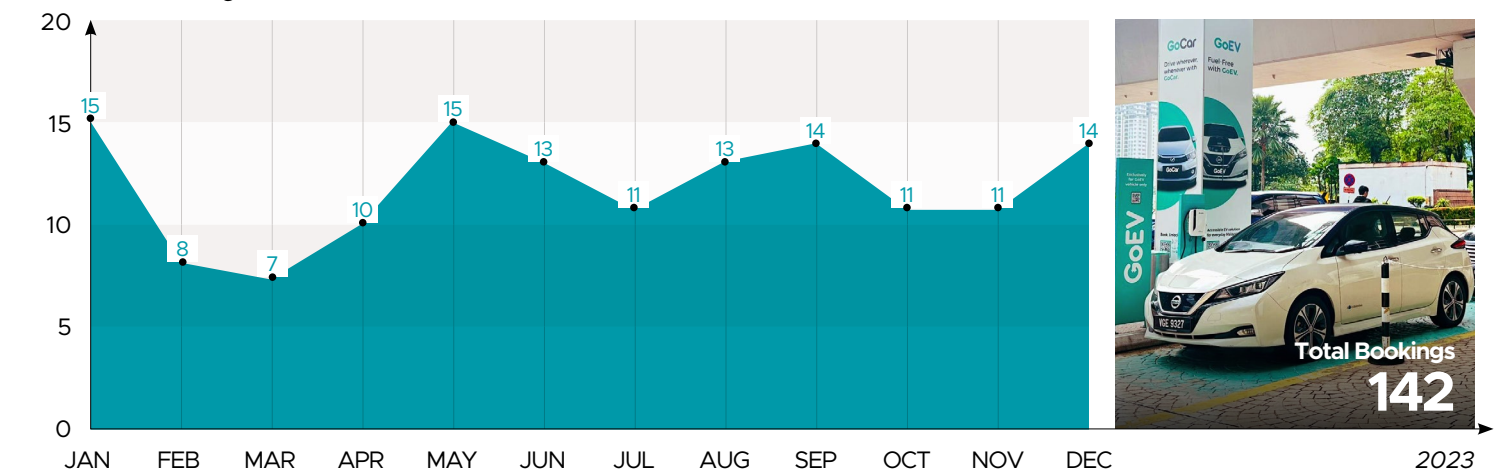
Kilogram (KG)



EV CHARGING STATION

Through our partnership with GoCar, an EV bay is available for GoCar vehicles at the KLIA Ekspres Arrival Hall. We are looking to enable more EV bays in the future.

Number of bookings

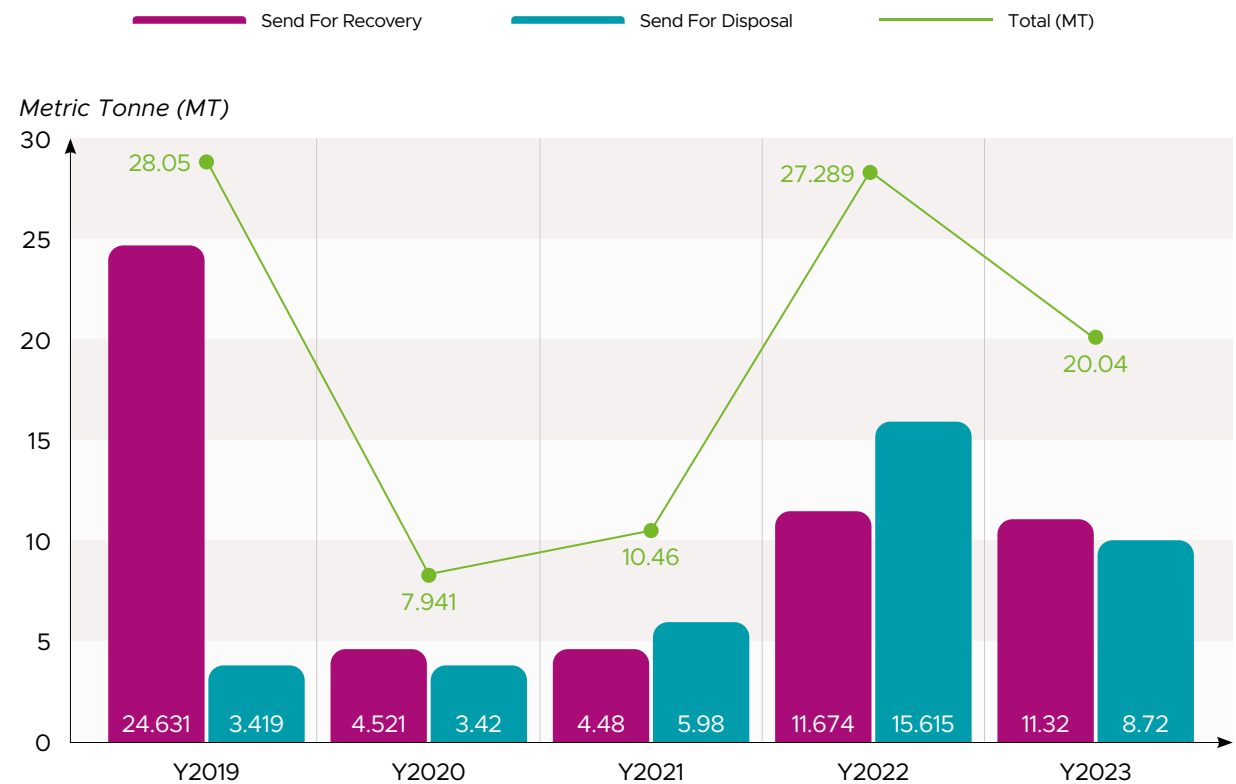


Waste Management



A key objective of ERL's waste management strategy is to monitor Scheduled Wastes (SW) generation and explore alternatives for reduction. In 2023, there was a 27% decrease in SW generation compared to the previous year. This reduction is attributed by the reclassification of wastewater from bogie wash activities from SW204 to SW307 (spent mineral oil-water emulsion).

SUMMARY OF SCHEDULED WASTES SEND FOR RECOVERY/DISPOSAL IN 2023





WATER CONSERVATION

ERL is committed to improving water quality by reducing pollution, eliminating waste, and minimising the release of chemicals and hazardous materials.

To mitigate the impact of its activities on water resources, ERL continuously invests in the enhancement of water management. This includes adopting new technologies, sharing internal knowledge, and implementing best practices. During the 2023 reporting period, ERL focused on water conservation through the use of rainwater harvesting.

The organisation has adopted a rainwater harvesting system, which collects and stores rainwater from the rooftop for use in toilet flushing. This system reduces reliance on traditional water sources, lowers water costs, and contributes to conserving freshwater resources. If rainwater is not available, the system automatically switches to the domestic water supply, ensuring that the flushing system remains operational.



Rainwater harvesting not only helps to decrease water bills but also reduces environmental impact by minimising stormwater runoff, which can lead to soil erosion and water pollution. By promoting sustainable water management practices, ERL enhances water security and contributes to the overall health of the environment and local ecosystems. This approach supports resilience against droughts and water shortages, contributing to a more sustainable future.

“ Making a Positive Impact on Society ”

Human Capital	36
Diversity and Inclusion	37
Impact to Community	38
Customer Service Satisfaction	39



3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH

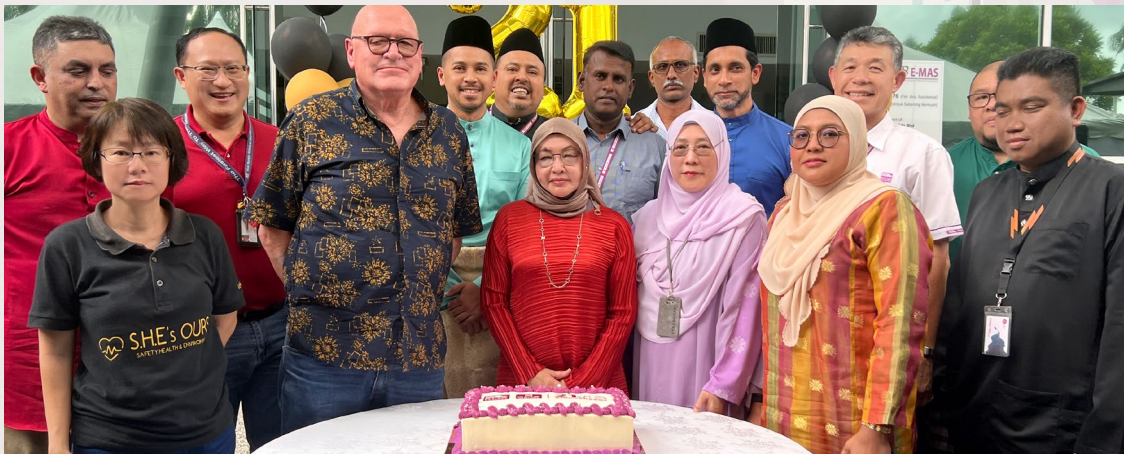




NEXT STATION: SOCIAL

ERL is dedicated to being a responsible corporate citizen and making a positive impact on society. We invest significantly in the growth and development of our employees and uphold a strong commitment to respecting human rights across all our operations.

We also focus on fostering business partnerships and supporting local economies through our community investment programs. ERL understands that our success is closely tied to building and sustaining relationships that generate value for our stakeholders.

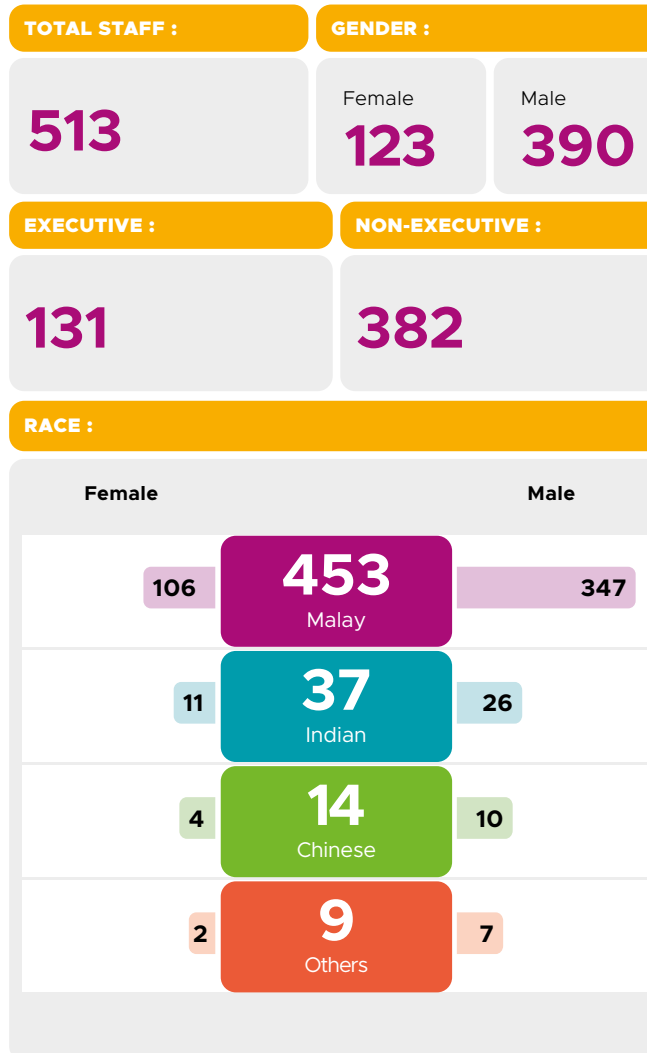


HUMAN CAPITAL

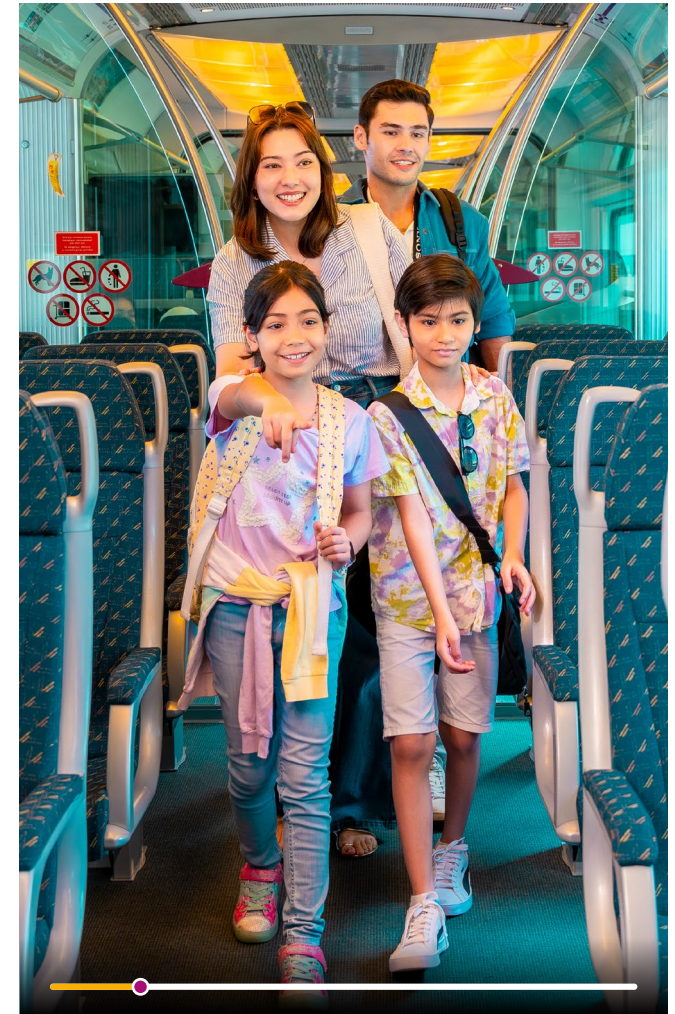
At ERL, we understand that the diverse expertise and perspectives of our employees are essential for achieving our business goals. To support this, we have implemented several key initiatives, including our Succession Planning Programme and Staff Retention Programme, all aimed at fostering an environment where every voice is heard and valued.

Additionally, we offer a range of training opportunities such as the MSA International Symposium, SESG Training, Crisis Communication Training, various seminars and conferences. These programmes are designed to equip our employees with the skills needed to excel in today's competitive environment.

By investing in our people and encouraging continuous dialogue, we aim to drive exceptional results and ensure our teams are well-prepared to lead and succeed.



AS OF 31/12/2023



To view our ERL Group video, click below link
<http://www.kliaekspres.com/schedule/>



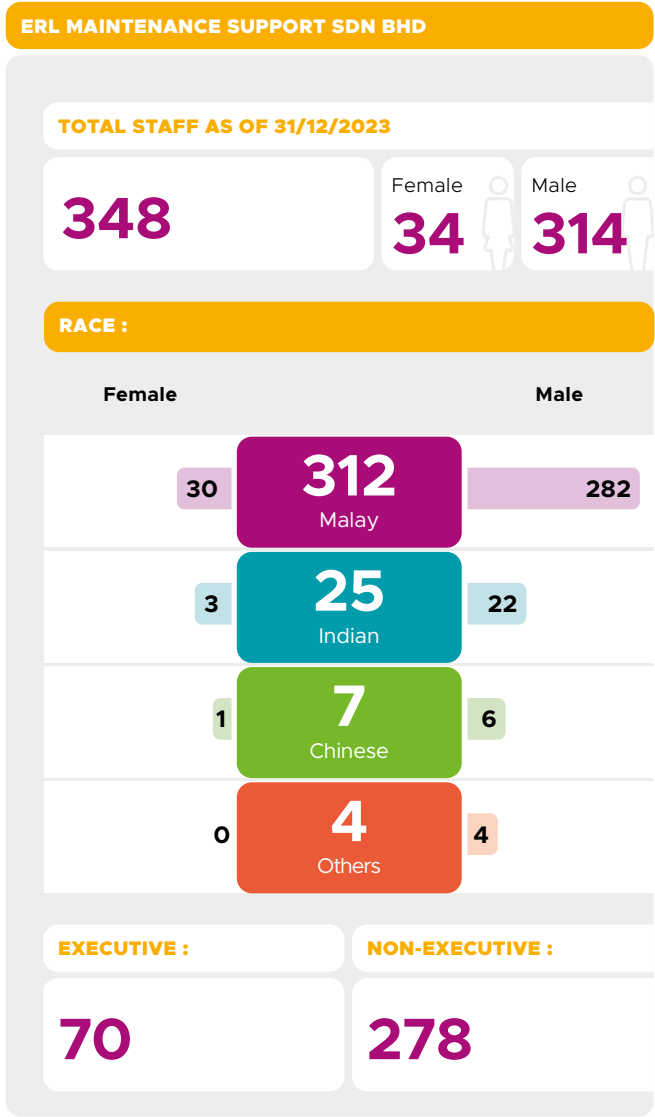
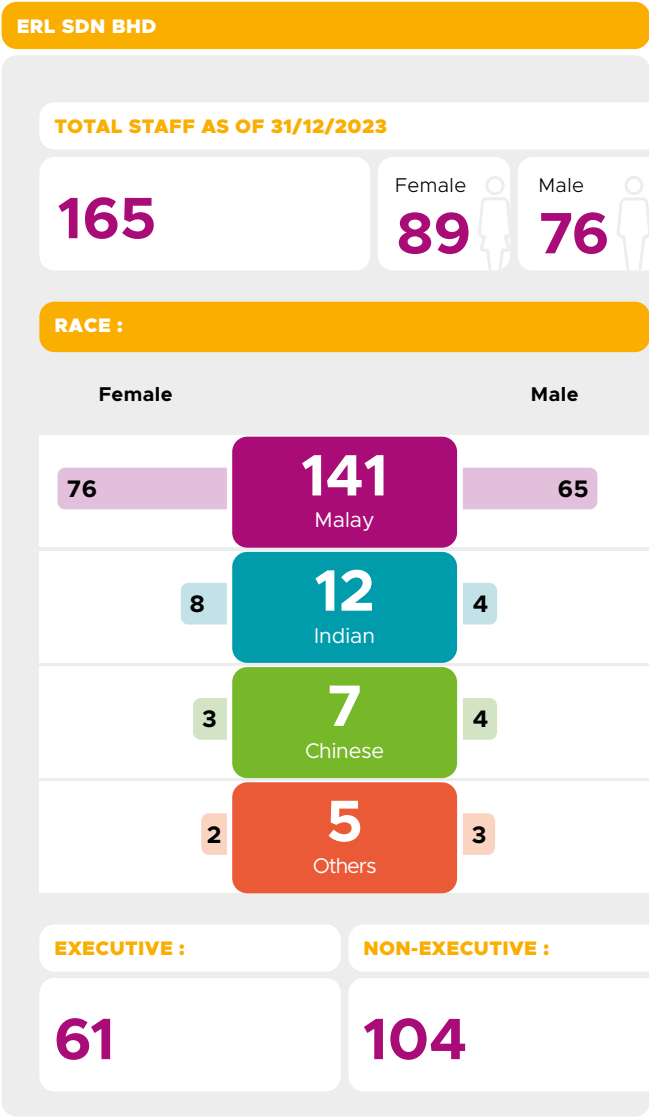
DIVERSITY AND INCLUSIVITY

ERL fosters an inclusive culture that celebrates diversity in our workforce. We value differences in backgrounds, age, gender, race, nationality, ethnicity, and religion, and see Diversity, Equity, and Inclusion (DEI) as crucial to our sustainable business growth and societal progress.

We believe that diversity enhances our understanding of customers, drives creativity, and fuels innovation. To advance our DEI goals, ERL focuses on several key areas:

- Enhance our capabilities to better serve customers and improve operations
- Leverage diversity to drive innovation and creativity
- Attract and retain top talent through a supportive and inclusive work environment
- Ensure employee engagement and alignment with the group's strategic vision

Staff composition SESG



IMPACT TO COMMUNITY

Community service is at the heart of ERL's identity, reflecting our commitment to supporting not only our employees but also our customers and the communities we serve.

In 2023, ERL donated to charitable organisations, with each initiative strategically targeting one of our four key focus areas: safety, sustainability, workforce development, and thriving communities. These contributions help us build relationships and foster inclusion through the programmes and organisations we support.

We are dedicated to protecting the environment and collaborating with local communities to enhance conditions and promote sustainable practices. Our efforts include supporting educational initiatives on environmental stewardship, preserving natural ecosystems, revitalising industrial areas with green spaces, and improving local water and air quality. We also partner with non-profit organisations to drive economic development and strengthen community life, aiming to build a resilient foundation for long-term prosperity.

School	From/To Station	Ridership
SMK Kampung Baru Kerteh	KLIA T1 - KL Sentral Station	20
SJKC Ave Maria Convent	Putrajaya & Cyberjaya Station - KLIA T1	217
SK Pangkal Jenereh	KLIA T2 - KL Sentral Station	112
SJKC San Min 2	KLIA T1 - Putrajaya & Cyberjaya Station	90
SJKC Bandar Sri Botani	Putrajaya & Cyberjaya Station - KLIA T1	170
SJKC Sin Hwa	KLIA T1 - Putrajaya & Cyberjaya Station	73
SMK Dato Klana Putra	Salak Tinggi Station - KLIA T2	64
SK RTB Bukit Changgang	Salak Tinggi Station - KL Sentral Station	54
SK Tunjang	KLIA T2 - KL Sentral Station	72
SK Taman Awana	KLIA T2 - KL Sentral Station	48
SJKC Sin Min	KLIA T1 - Putrajaya & Cyberjaya Station	30
SK Semaseh	KLIA T1 - Bandar Tasik Selatan Station	43
SJKC Kong Hoe	Putrajaya & Cyberjaya Station - KLIA T1	90
SJKC Chung Shan	Putrajaya & Cyberjaya Station - KLIA T1	85
Pusat Tuisyen Prima	KLIA T1 - Putrajaya & Cyberjaya Station	44
SJKC Tanjong Karang	KLIA T1 - Putrajaya & Cyberjaya Station	45

In 2023,
16 educational
institutions
benefited from
discounted
fares under
the School
Trips
Programme

accommodating
a total of
1,257
passengers.

CUSTOMER SERVICE SATISFACTION

We are dedicated to revolutionise rail transportation by delivering flexibility, efficiency, and innovation in our services. Our commitment to our customers is at the heart of everything we do, ensuring that they feel confident in their rail journeys.

We continuously strive to exceed expectations by offering more than just a mode of transportation—we provide a complete and seamless travel experience.

Central to our customer-centric strategy is a comprehensive set of integrated solutions that go beyond the conventional. We are enhancing comfort and reliability, ensuring that every journey is both enjoyable and dependable. Our communication with passengers is clear and timely, supported by advanced digital platforms and on-ground assistance to keep them informed at every step. To further enhance the customer experience, we are optimising our processes to handle service disruptions more effectively, minimising inconvenience and maintaining a high standard of service.



Safety, reliability, comfort, and convenience are the pillars of our unique value proposition. We are committed to reinforcing these principles by modernising our stations and creating an inviting and efficient environment for travellers. From the moment they enter our stations to the time they reach their destination, we strive to provide a smooth and pleasant experience. Our focus on seamless service is evident in every aspect of our operations, from the quality of our trains to the efficiency of our ticketing process.

We are also leveraging cutting-edge technology to drive innovation in the rail industry. Our advancements in ticketing technology is designed to offer a faster, more intuitive, and streamlined process, reducing wait times and enhancing the overall travel experience. These initiatives are not only aimed at improving the day-to-day experiences of our customers but also at setting new benchmarks for service excellence in the rail sector.

“

A Culture of Integrity

”

Business Ethics & Integrity	42
Risk Management	43
Cybersecurity & Data Protection	44





NEXT STATION: GOVERNANCE

At ERL, strong corporate governance is crucial for effective management, safeguarding our organisation, and building trust with stakeholders. We promote a culture of integrity by implementing comprehensive policies, clear operating standards, and ongoing training. These measures ensure that ethical business practices, high standards, and respect are upheld across all levels of the company, from the board to our employees.



BUSINESS ETHICS & INTEGRITY

We believe that creating sustainable economic value requires policies, practices, and information processes that ensure ethics, integrity, and transparency in daily operations. The ERL Code of Conduct and Business Ethics outlines the principles of ethical management and fosters a work environment built on respect for all employees.

This Code is a fundamental part of ERL Compliance Programme, setting forth the rules, values, and principles to be followed by all employees, executives, directors, and third parties doing business with ERL. It guides decision-making and ensures alignment with the ERL's core values.

ERL Whistle-blowing Policy and Programme is available to all Business Units, providing multiple channels for reporting concerns. This “speak-up” culture encourages anyone, both inside and outside the organisation, to report any actual or suspected violations of laws, regulations, the Code of Conduct, or ERL policies. ERL has zero tolerance for retaliation against those who report concerns or participate in investigations.

ERL is committed to promoting a corporate culture of responsibility, fairness, and ethics. Our Anti-Corruption and Bribery Policy ensures full compliance with all relevant laws and outlines the procedures to prevent unethical practices. We maintain a dedicated Anti-Corruption Manual and Policy to guide third-party due diligence, No Gift Policy, and whistleblowing channels for confidential reporting of bribery or corruption-related concerns.

Additionally, ERL conducts annual Ethics & Compliance training for all employees and governance body members, focusing on the Code of Ethics and Business Conduct, with a special emphasis on anti-corruption measures.





RISK MANAGEMENT

Enterprise Risk Management (ERM) is part of ERL's integrated risk management framework with tools to facilitate the senior management and the Board of Directors to anticipate, manage and mitigate potential risks in ensuring a sustainable and reliable rail service. It balances financial stability, regulatory compliance, and operational efficiency while supporting the company's long-term growth and reputation.

The ERM structure integrates lines of business, operations, and technical risk areas to manage risks and opportunities across the organisation, addressing key interdependencies. It operates as an iterative, multidirectional process, where various components influence one another. ERL's ERM process includes the following steps:

STEP
1

Risk Identification

Identify and prioritise key risks

STEP
2

Risk Assessment

Assesses and categorises risks based on the likelihood and impact

STEP
3

Phase Mitigation Strategies

Develop action plans and contingency to manage risks effectively

STEP
4

Risk Monitoring and Reporting

Monitor and report progress and conduct periodic audit and review

Risk assessment is a critical stage where ERM supports Risk Owners in identifying and updating specific risks tied to key processes and strategic objectives. Risks are first considered in their inherent state and then evaluated and prioritised with the Risk Owners. Together, they set appropriate risk responses, which ERM assesses for mitigation effectiveness and control measures.

The ERM function defines impact and likelihood scales with associated criteria for risk analysis, including the velocity of impacts to calculate risk scores and align the Risk Portfolio. Risk Owners are then required to implement and monitor mitigation plans over time.

CYBERSECURITY & DATA PROTECTION

ERL recognises the growing significance of safeguarding customer payment data and ensuring privacy. We are fully committed to securing sensitive cardholder information, maintaining customer trust, adhering to legal regulations, and preventing fraud. To achieve this, our payment gateway is managed by a third-party provider that is PCI DSS Level 1 compliant, reflecting their dedication to upholding a secure payment environment. This includes robust measures such as encryption, access control, and regular security testing.

We are committed to protecting customer information by following industry best practices to ensure secure payment handling. Cybersecurity is essential to us - not just to meet regulations, but to protect payment transactions and safeguard sensitive information for both businesses and customers.

Our cybersecurity system includes comprehensive processes designed to protect information systems, networks and endpoints. We use endpoint detection and response and behavioural analytics to identify suspicious activities and safeguard data against cyber threats. This involves implementing various cybersecurity tools, conducting regular vulnerability scans, and sharing important cybersecurity insight with our application development team.

We actively monitor and partner with third party service providers to leverage the latest technologies, ensuring robust protection against evolving cyber threats. Additionally we conduct thorough security assessments to address any potential incidents proactively.

To keep our cybersecurity measures effective, we regularly assess vulnerabilities and risks and perform restoration drills to ensure quick data recovery in the event of a cyber incident.





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